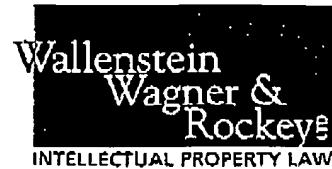


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Attorney Docket No. SAA-58 (402 P 340)

PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:
Merrill W. Harriman
Application No.: 09/818,006

Confirmation No.: 2027
Filed On:: March 27, 2001

For: WEB BASED FACTORY AUTOMATION
TRAINING ON DEMAND

Examiner Christman, Kathleen M.
Art Unit: 3713

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P.O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR TELEPHONE INTERVIEW WITH EXAMINER

This is in response to the Office Action mailed July 29, 2005. Applicant respectfully requests a telephone interview with the Examiner to discuss the following issues with respect to the present application:

First, Applicant would like to discuss Claims 15-27 and specifically the term "training resource", described on pages 5-7 of the application as originally filed.

Second, Applicant would like to discuss the term "recording the information pertaining to the difficulties encountered by the user" in Claim 1, in combination with the term "wherein the information communicated automatically pertains to the difficulties encountered by the user", also in Claim 1.

Third, Applicant would like to discuss the propriety of combining U.S. Patent No. 5,535,422 to Chiang et al., with U.S. Patent Application Publication No. 2002/0059378 of

Application No.: 09/818,006
Attorney Docket No.: SAA-58 (402 P 340)
Request for Telephone Interview with Examiner

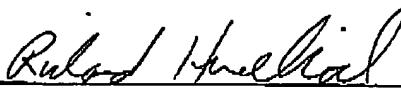
Mustafa, under 35 U.S.C. § 103 in light of *In Re Hedges*, 783 F.2d 1038 (Fed. Cir. 1986) and similar cases.

Applicant has arranged for a telephone interview to discuss these issues, to be held with the Examiner on October 24, 2005 at 2:00 pm (EST).

Respectfully submitted,

Dated: October 20, 2005

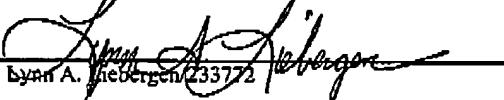
By:



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CERTIFICATE OF MAILING (37 C.F.R. § 1.8a)

I hereby certify that this document is being facsimile transmitted to Examiner Kathleen M. Christman, Art Unit No. 3713, at the U.S. Patent and Trademark Office on October 20, 2005 to Fax No. 1-703-872-9306


Lynn A. Hebergen/23372